

July 2013

Doing More Doing It Better

Sign up for electronic news at www.northhempsteadny.gov



www.facebook.com/TownofNorthHempstead



@northhempstead

North Hempstead's 311 Call Center: One Million Calls and Counting...

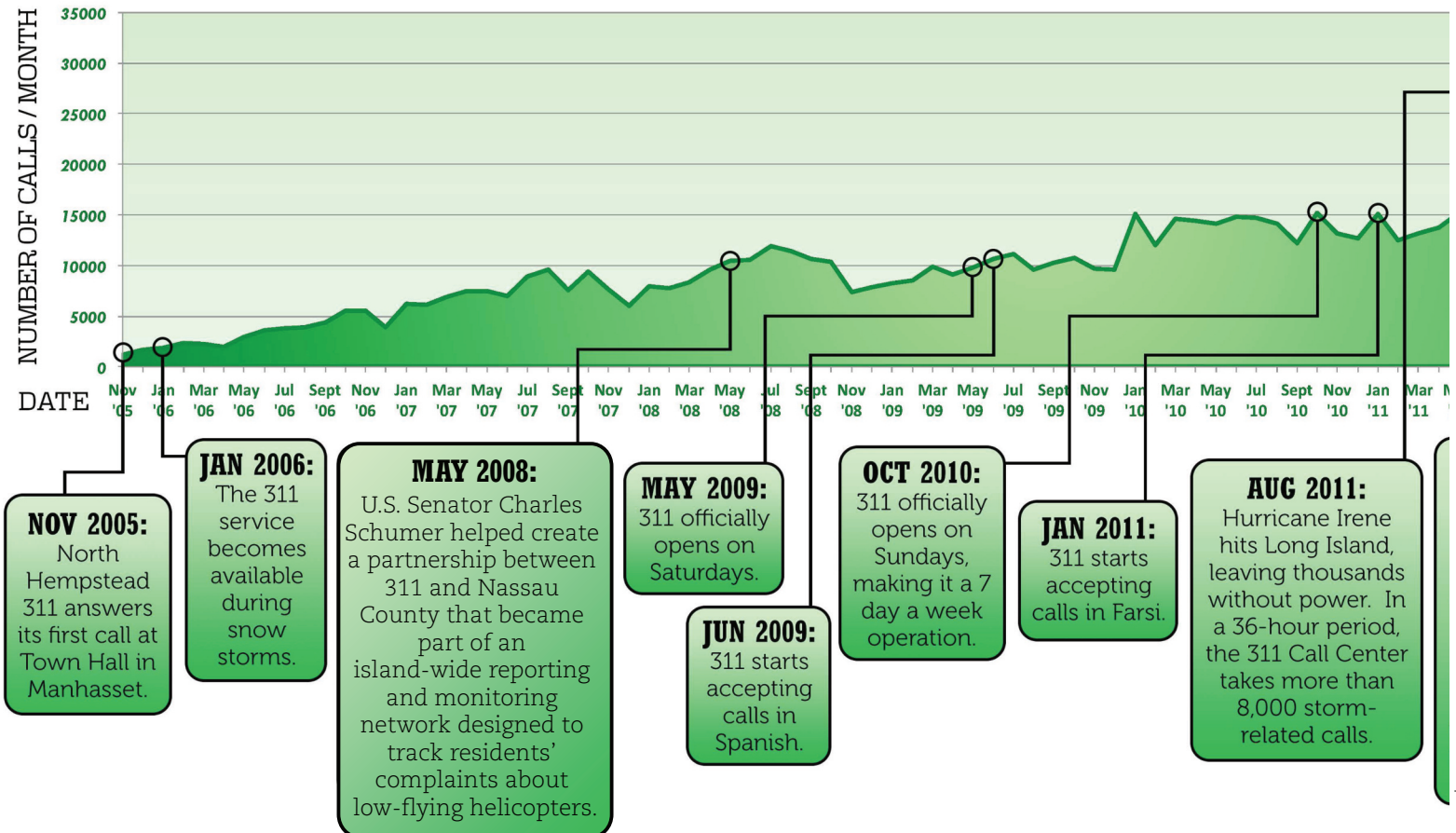


From left, U.S. Senator Charles Schumer and Supervisor Jon Kaiman take 311 call. Also pictured, Town Councilwoman Viviana Russell, County Legislator Robert Troiano, Town Clerk Leslie Gross, and County Legislator Judi Bosworth.



On Monday, June 24th, North Hempstead Town Supervisor Jon Kaiman welcomed U.S. Senator Charles Schumer to the Town's 311 Call Center in Westbury for a celebration of the one million calls answered by 311 since its inception in 2005. Senator Schumer kicked off the celebration by taking a call from a senior from Port Washington who was looking for transportation to the supermarket through North Hempstead's Project Independence program. Senator Schumer was instrumental in obtaining the original grant which enabled North Hempstead to create the first ever suburban 311 call center.

The Path to 1 Million Calls

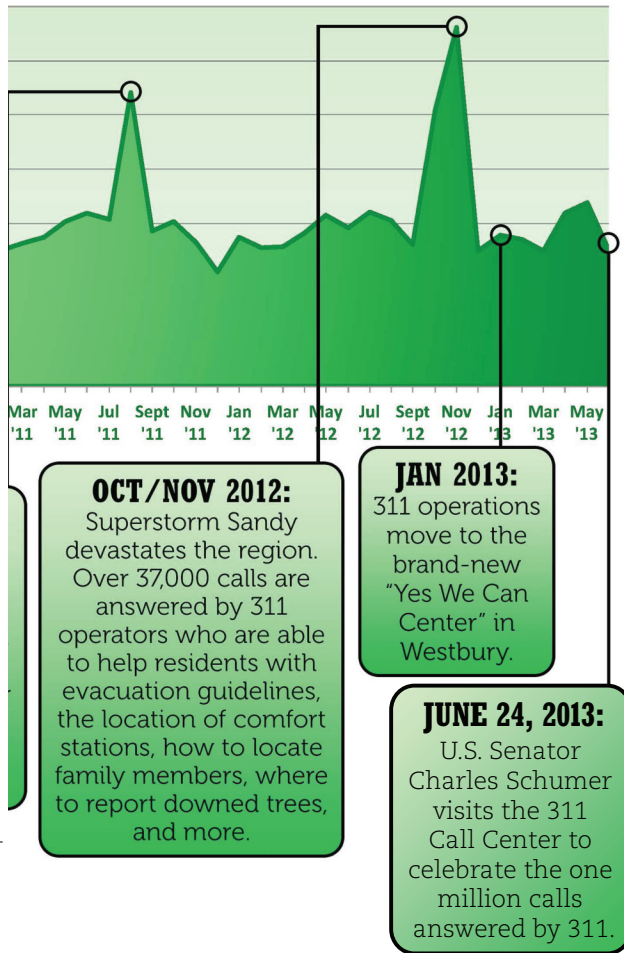


Message from Supervisor Jon Kaiman

After over one million calls answered, our 311 Call Center is still going strong, responding to more and more of your concerns each and every year. Our "One-Call-to-Town-Hall" concept has allowed us to accelerate the process of addressing inquiries from our residents. Working in concert with our TownStat program, 311 helps Town officials better monitor the efficiency and effectiveness of how we address your concerns.



Jon Kaiman
Supervisor



311 Works Better with TownStat

TownStat has helped establish a new level of response to North Hempstead residents. This Performance Measurement and Management system allows the Town to shed light on how well residents are being served and where improvements can be made.

This approach is earning high acclaim as the International City/County Management Association has awarded the Town with its Certificate of Distinction Award in 2011 and 2012 for performance management.



Jon Kaiman
Supervisor



About the 311 Call Center

North Hempstead's 311 Call Center, believed to be the first such facility activated in a fully suburban setting, is the first point of contact for anyone trying to reach the Town of North Hempstead. Its function is two-fold: dispense information relating to Town activities and events and record requests for services such as fixing potholes or tree removal.

Before the Call Center was created, town personnel were accessed through dozens of different phone numbers, departments, and officials sometimes resulting in less than adequate results. Now, with 311 playing the role of informational gateway for the Town, responsiveness to constituents' inquiries and requests for services have increased considerably.

During the last eight years, the 311 Call Center has also evolved into one of the region's key information gathering hubs. During Superstorm Sandy the Center was staffed around the clock answering more than 37,000 calls.



Long Island Green Homes in North Hempstead

Supervisor Jon Kaiman and the North Hempstead Town Board encourage you to join thousands of Long Island residents who have already made their home more comfortable while saving energy. You can improve the value of your homes, save money, protect the environment, and strengthen Long Island's economy by creating green jobs.

Call 311 now to arrange your free or reduced-cost energy audit and stay cool this summer without breaking the bank.





Town of North Hempstead
220 Plandome Road • Manhasset, NY 11030
www.northhempsteadny.gov

Jon Kaiman, Supervisor

POSTAL CUSTOMER

PRST STD
U.S. Postage
PAID
Flushing,
New York
Permit No. 460

Here's Just Some of What 311 Can Do For You...



Want to know more
about North Hempstead's
pristine parks and pools
or exciting concerts
and festivals?

Call 311

Did you lose your dog?
Do you have a code
complaint? Do you see
litter? Do you need
park or pool hours?

Call 311



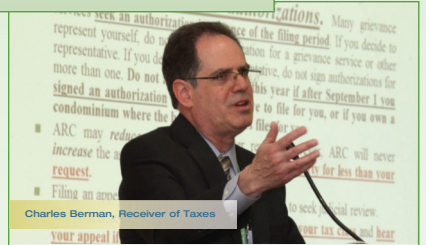
Do you need a
pothole filled?

Call 311

Your pot hole will be filled within
2 business days.

Do you need a
marriage license or
a birth certificate?

Call 311



Do you want to know
how to challenge your
tax assessment?

Call 311

Is your street light not
working properly?

Call 311

Your street light will be fixed within
4 business days.



Are you a senior in need
of transportation to the
supermarket or to a
medical visit?

Call 311

311 Call Center Hours

Monday thru Friday: 7:30 a.m. - 7:30 p.m.
Saturdays: 10:00 a.m. - 6:00 p.m.
Sundays: 10:00 a.m. - 5:00 p.m.

The Call Center is open for extended hours
during emergency events.



Stay Connected



PRINTED ON
RECYCLED PAPER
PLEASE RECYCLE
AFTER USE

Call 311 or visit www.northhempsteadny.gov for more Town information.



Supervisor
Jon Kaiman



Councilwoman, Dist. 1
Viviana L. Russell



Councilman, Dist. 2
Thomas K. Dwyer



Councilman, Dist. 3
Angelo P. Ferrara



Councilwoman, Dist. 4
Anna M. Kaplan



Councilwoman, Dist. 5
Lee R. Seeman



Councilwoman, Dist. 6
Dina De Giorgio



Town Clerk
Leslie Gross



Receiver of Taxes
Charles Berman